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Mark A. Boys	(Depositor's name)
<i>Mark A. Boys</i>	(Signature)
02/15/2005	

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/730,416	12/04/2000	Yuri Shtivelman	P3353D1	7194

TITLE OF INVENTION: METHOD FOR ESTIMATING TELEPHONY SYSTEM-QUEUE WAITING TIME IN AN AGENT LEVEL ROUTING ENVIRONMENT

APPLN. TYPE	SMALL ENTITY	ISSUE FEE	PUBLICATION FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	\$1400	\$300	\$1700	03/29/2005

EXAMINER	ART UNIT	CLASS-SUBCLASS
PATEL, AJIT	2664	370-270000

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).

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 (2) the name of a single firm (having as a member a registered attorney or agent) and the names of up to 2 registered patent attorneys or agents. If no name is listed, no name will be printed.

3. ASSIGNEE NAME AND RESIDENCE DATA TO BE PRINTED ON THE PATENT (print or type)

PLEASE NOTE: Unless an assignee is identified below, no assignee data will appear on the patent. If an assignee is identified below, the document has been filed for recordation as set forth in 37 CFR 3.11. Completion of this form is NOT a substitute for filing an assignment.

(A) NAME OF ASSIGNEE

(B) RESIDENCE: (CITY and STATE OR COUNTRY)

Genesys Telecommunications

Daly City, CA

Please check the appropriate assignee category or categories (will not be printed on the patent):  Individual  Corporation or other private group entity  Government

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5. Change in Entity Status (from status indicated above)

a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27.  b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

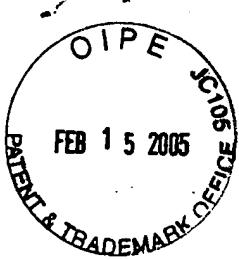
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Date 02/15/2005Typed or printed name Donald R. BoysRegistration No. 35,074

This collection of information is required by 37 CFR 1.311. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, Virginia 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

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## Certificate of Express Mailing

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Date of Deposit: **02/15/2005**

Ref: Case Docket No.: **P3353D1**

Application of: **Yuri Shtivelman**

Serial Number: **09/730,416**

Filing Date: **12/04/2000**

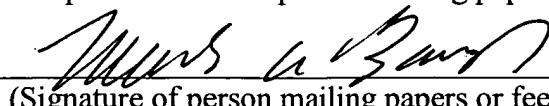
Title of Case: **Method for Estimating Telephony System-Queue Waiting Time in an Agent Level Routing Environment**

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner for Patents, Alexandria, VA 22313-1450.

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Mark A. Boys

(Typed or printed name of person mailing paper or fee)



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